



June 16, 2006

RE: RFP DGS-2053 **ADDENDUM #37**

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

SECTION 1

1.7, page 13. Updated the link to the CALNET II Website.

1.7, page 15. Inserted new Key Action # 22, causing a renumbering of all subsequent Key Actions.

SECTION 6.1

Table 6.1.2.10.a, page 38. Modified Feature “Additional Voice Forms Storage”, and added “Additional Voice Forms” Feature.

6.1.11.2, page 160. Inserted the third bullet, moving all subsequent bullets down.

Table 6.1.11.2.3.a, page 164. Deleted references to DSL in both Tier 1 and Tier 2 in the table.

Table 6.1.11.2.14.a, page 186. Modified Tier 2 hours and deleted references to DSL in both Tier 1 and Tier 2 in the table.

6.1.13.2, Page 214. Deleted “Contract performance reports,” from the 5th line of the paragraph.

SECTION 6.2

6.2.22.2.1, page 94. Inserted the third bullet, moving all subsequent bullets down.

6.2.24.2, Page 134. Deleted “Contract performance reports,” from the 5th line of the paragraph.



SECTION 6.3

6.3.2.1, page 9. Removed 11th item “Business class voicemail” from the list

6.3.14.2.1, page 137. Inserted the third bullet, moving all subsequent bullets down.

6.3.16.2, Page 179. Deleted “Contract performance reports,” from the 5th line of the paragraph.

SECTION 6.4

6.4.14.2, Page 167. Deleted “Contract performance reports,” from the 5th line of the paragraph.

SECTION 7-A

Table 6.1.2.10.a. Inserted a new Line item # 3, “Additional Voice Forms”.

SECTION 7-C

Table 6.3.6.1.a. Modified Line item #1, 2, 4-9.

Table 6.3.6.1.b. Modified Line item # 14, 15, 16, 17.



GENERAL NOTE

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

Steven Casarez
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Technology Acquisitions Section
P.O. Box 989054
West Sacramento, CA 95798-9054
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Section 1

1.6 PROCUREMENT OFFICIAL

The Procurement Official and the respective addresses for delivering or mailing proposals, questions or copies of protests are:

**Express mail/courier service delivery, e.g.,
Federal Express or UPS, or hand delivery**

Steven Casarez DGS, Procurement Division
Technology Acquisitions Section
707 3rd Street, 2nd Floor
West Sacramento, CA 95605
Phone: 916-375-4481
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U.S. Mail

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E-mail: john.marengo@dgs.ca.gov

1.7 KEY ACTION DATES

The RFP and the key action dates are posted on the web at

<http://www.dts.ca.gov/stnd/calnet-II/calnetII.asp?key=213>

Below is a table listing the important “key” action items with dates and times that the State will follow while conducting this RFP process. Bidders must adhere to the dates and times when completing specified tasks that are listed in the table. If the State finds it necessary to change any of these dates up to and including the date for Submission of Final Proposals, it will be accomplished via an addendum to this RFP.

PLEASE NOTE, HOWEVER, THAT ALL DATES AFTER THE FINAL PROPOSAL SUBMISSION DEADLINE ARE APPROXIMATE AND MAY BE ADJUSTED AS CONDITIONS INDICATE, WITHOUT ADDENDUM TO THIS RFP.

<u>ACTION</u>	<u>DATE/TIME</u>
16. Submission of Detailed Technical Proposals	January 17, 2006
17. Submission of Proposed Changes to Addendum 18A Contract Language	March 1, 2006
18. Last day for State Response to Addendum 18A Contract Language Change Requests	March 22, 2006
19. Confidential Discussions regarding Detailed Technical Proposals	February 14, 2006 – March 6, 2006
20. Submission of Draft Proposals	April 3, 2006
19. Confidential Discussions regarding Draft Proposals	May 1-19, 2006
20. Last Day to Submit Questions	June 21, 2006
21. Submission of Final Proposals (by 5:00 PM) ¹	July 19, 2006
22. Evaluation of Bidder Proposals	July 20, 2006 – September 11, 2006
23. Demonstration (if required) ²	August 16, 2006 – September 11, 2006
24. Public Cost Opening ²	September 18, 2006
25. Notification of Intent to Award (Subject to 6611 negotiations) ^{2,3}	October 16, 2006
26. Last Day to Protest Selection ²	October 23, 2006
27. Contract Award and Execution ²	November 6, 2006

¹ Bidders are strongly encouraged to review the Bidder's final proposal checklist; Exhibit 1-B, prior to submitting final proposals.

² These dates are subject to change dependent upon the length of time necessary for the State to complete the evaluation process (and negotiations if initiated by DGS). Bidders will be notified via e-mail of any changes.

³ DGS reserves the right, in its sole discretion, to engage in negotiations pursuant to Public Contract Code Section 6611 and the guidelines and procedures adopted in accordance therewith including, but not limited to, Administrative Order 05-01 (issued February 7, 2005) or any amendments or replacements thereto.

Section 6.1

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the IVR services and features detailed in Table 6.1.2.10.a.

Table 6.1.2.10.a –Interactive Voice Response (IVR) Services and Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IVR with Standard Applications	Standard IVR applications as described above		
Bidder's Description:			
Voice Forms	Allows business End-Users to collect information from callers over the telephone. A series of questions is played to a caller who responds to each question in sequential order. Once the information is collected, it can be retrieved and transcribed to suit individual Requirements. Include a minimum of one (1) hour storage per Voice Forms application		
Bidder's Description:			
Additional Voice Forms	Additional Voice Forms		
Bidder's Description:			
Additional Voice Forms Storage	Additional storage capacity for Voice Form recorded data		
Bidder's Description:			
Fax on Demand or Fax Reply	A multimedia option, which allows the End-User to create and retrieve Fax information by selecting Fax items from a voice menu		
Bidder's Description:			
Call Router Reports	Daily Activity and Daily Call Profile Reports shall be available for Daily, Weekly, and Monthly Distribution to each Customer broken down by each hour		

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.1. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.1.

6.1.11.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single circuit or service SLA for any given month shall not exceed 100 percent of the Total Monthly Recurring Cost (TMRC) plus any applicable AMUCs
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- If a tool fails to meet its objectives, the tool rights and remedies will apply. If the tool provides reports, only the rights and remedies for the tool shall apply.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor. Copies of all Service Level Agreements between subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights and remedies for service outages for those services are as set forth in Sections 6.1.11.2.2 through 6.1.11.2.16
- The election by DTS/ONS of any remedy covered by this Contract shall not exclude or limit DTS/ONS's or any Customer's rights and remedies otherwise available within the Contract or at law or equity
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration

6.1.11.2.3.a Service Availability (M)

Services	Service Availability Percentage																
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Carrier*</p> <p>Frame Relay*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)*</p> <p>SONET*</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory-optional; Tier 2 is desirable</p>	<p>Definition</p> <p>Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.</p> <p>Measurement Process</p> <p>All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p>Monthly Network Availability (%) = $1 - \frac{[(\text{total minutes of connection outage per month}) / (\text{days in month} \times 24 \text{ hours} \times 60 \text{ mins})]}{100}$</p> <p>Objectives</p> <table border="1" data-bbox="683 831 1385 1329"> <thead> <tr> <th data-bbox="683 831 1040 884">Tier 1</th><th data-bbox="1040 831 1385 884">Tier 2</th></tr> </thead> <tbody> <tr> <td data-bbox="683 884 1040 926">Analog > 99.2 percent</td><td data-bbox="1040 884 1385 926">Analog > 98.7 percent</td></tr> <tr> <td data-bbox="683 926 1040 968">DS0 > 99.2 percent</td><td data-bbox="1040 926 1385 968">DS0 > 98.7 percent</td></tr> <tr> <td data-bbox="683 968 1040 1010">DS1 > 99.5 percent</td><td data-bbox="1040 968 1385 1010">DS1 > 99.0 percent</td></tr> <tr> <td data-bbox="683 1010 1040 1052">DS3 > 99.8 percent</td><td data-bbox="1040 1010 1385 1052">DS3 > 99.3 percent</td></tr> <tr> <td data-bbox="683 1052 1040 1094">OCX > 99.8 percent</td><td data-bbox="1040 1052 1385 1094">OCX > 99.3 percent</td></tr> <tr> <td data-bbox="683 1094 1040 1178">Gig Ethernet/MAN > 99.7 percent</td><td data-bbox="1040 1094 1385 1178">Gig Ethernet/MAN > 99.2 percent</td></tr> <tr> <td data-bbox="683 1178 1040 1220">PRI ISDN > 99.5 percent</td><td data-bbox="1040 1178 1385 1220">PRI ISDN > 99.0 percent</td></tr> </tbody> </table> <p>Immediate Rights and Remedies</p> <p>End-User Escalation Process</p>	Tier 1	Tier 2	Analog > 99.2 percent	Analog > 98.7 percent	DS0 > 99.2 percent	DS0 > 98.7 percent	DS1 > 99.5 percent	DS1 > 99.0 percent	DS3 > 99.8 percent	DS3 > 99.3 percent	OCX > 99.8 percent	OCX > 99.3 percent	Gig Ethernet/MAN > 99.7 percent	Gig Ethernet/MAN > 99.2 percent	PRI ISDN > 99.5 percent	PRI ISDN > 99.0 percent
Tier 1	Tier 2																
Analog > 99.2 percent	Analog > 98.7 percent																
DS0 > 99.2 percent	DS0 > 98.7 percent																
DS1 > 99.5 percent	DS1 > 99.0 percent																
DS3 > 99.8 percent	DS3 > 99.3 percent																
OCX > 99.8 percent	OCX > 99.3 percent																
Gig Ethernet/MAN > 99.7 percent	Gig Ethernet/MAN > 99.2 percent																
PRI ISDN > 99.5 percent	PRI ISDN > 99.0 percent																

6.1.11.2.14 Time to Repair (TTR) – Minor (M)

Services	Time to Repair (TTR)-Minor																		
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Carrier*</p> <p>Frame Relay*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>SONET*</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>A Minor Fault shall be defined as a trouble ticket opened with the Contractor’s helpdesk on the loss of any circuit or service to a single End-User at a site.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The circuit or service is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Objectives</p> <table border="1" data-bbox="656 993 1356 1444"> <tr> <th data-bbox="656 993 1011 1045">Tier 1</th><th data-bbox="1011 993 1356 1045">Tier 2</th></tr> <tr> <td data-bbox="656 1045 1011 1077">Analog=less than 5 hours</td><td data-bbox="1011 1045 1356 1077">Analog=less than 6 hours</td></tr> <tr> <td data-bbox="656 1077 1011 1108">DS0=less than 5 hours</td><td data-bbox="1011 1077 1356 1108">DS0=less than 6 hours</td></tr> <tr> <td data-bbox="656 1108 1011 1140">DS1=less than 4 hours</td><td data-bbox="1011 1108 1356 1140">DS1=less than 5 hours</td></tr> <tr> <td data-bbox="656 1140 1011 1171">DS3=less than 2 hours</td><td data-bbox="1011 1140 1356 1171">DS3=less than 3 hours</td></tr> <tr> <td data-bbox="656 1171 1011 1203"></td><td data-bbox="1011 1171 1356 1203">ISDN=less than 6 hours</td></tr> <tr> <td data-bbox="656 1203 1011 1234">ISDN=less than 5 hours</td><td data-bbox="1011 1203 1356 1234">PRI ISDN=less than 6 hours</td></tr> <tr> <td data-bbox="656 1234 1011 1266">PRI ISDN=less than 5 hours</td><td data-bbox="1011 1234 1356 1266"></td></tr> <tr> <td data-bbox="656 1266 1011 1297">Gig Ethernet = less than 4 hours</td><td data-bbox="1011 1266 1356 1297">Gig Ethernet = less than 5 hours</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>Failing to meet the SLA Objective shall result in a 15 percent rebate of the TMRC per occurrence.</p> <p>End-User Escalation Process</p>	Tier 1	Tier 2	Analog=less than 5 hours	Analog=less than 6 hours	DS0=less than 5 hours	DS0=less than 6 hours	DS1=less than 4 hours	DS1=less than 5 hours	DS3=less than 2 hours	DS3=less than 3 hours		ISDN=less than 6 hours	ISDN=less than 5 hours	PRI ISDN=less than 6 hours	PRI ISDN=less than 5 hours		Gig Ethernet = less than 4 hours	Gig Ethernet = less than 5 hours
Tier 1	Tier 2																		
Analog=less than 5 hours	Analog=less than 6 hours																		
DS0=less than 5 hours	DS0=less than 6 hours																		
DS1=less than 4 hours	DS1=less than 5 hours																		
DS3=less than 2 hours	DS3=less than 3 hours																		
	ISDN=less than 6 hours																		
ISDN=less than 5 hours	PRI ISDN=less than 6 hours																		
PRI ISDN=less than 5 hours																			
Gig Ethernet = less than 4 hours	Gig Ethernet = less than 5 hours																		

6.1.13.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, active Contracted Service Project Work _____ status reports, Individual Case Basis, and Individual Pricing Reductions changes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.2

The first method results from a Customer reporting service trouble to the Contractor's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, the Contractor shall open a ticket as a result of network alarms or identification of a service failure in the backbone (i.e. Catastrophic Outage). In each instance a trouble ticket shall be assigned and monitored until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.2. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.2.

6.2.22.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC), plus any applicable AMUC
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- If a tool fails to meet its objectives, the tool rights and remedies will apply. If the tool provides reports, only the rights and remedies for the tool shall apply.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies Customers for similar services offered through tariffs,

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, active Contracted Service Project Work status reports, Individual Case Basis, and Individual Pricing Reductions changes. _____

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible 24 hours a day, 7 days a week via a web enabled

Section 6.3

Call Forward – Busy Don’t Answer - Allows a station End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls, on a busy or ring-no-answer condition. (Indicate the limitation of paths the call may take)

Call Forward – All Calls - Allows the station End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers

Hunt Groups - Route inbound calls to a predetermined sequence of telephone numbers until it is answered

Multi Line Appearance - Support the ability for multiple line appearances to operate on a subscriber’s phone

Speed Dial - Allows abbreviated digit dialing capability on a per station basis

Redial - Allow a station End-User to automatically originate a call to the last number dialed from the station End-User’s phone

Message Waiting Indicator - Visual indication on phone that a message is waiting for review

Auto Attendant – A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service

Four-digit extension dialing – All ‘on-net’ numbers can be reached by dialing the 4-digit extension from ‘on-net’ phones

Conference Bridge – Allows callers from diverse locations/platforms to participate in a conference call

Caller ID - Phone number of the calling party is displayed as a call comes in

Group Pickup - Allows an incoming call to be picked up from any one of a predefined group of phones

Web Directory - Online directory via web

Directory Phone Display - Directory via the phone display

900 Blocking - The ability to block 900 calls

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this Module 3. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.3.

6.3.14.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC) plus 2 days of of the AMUC
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer
- If a tool fails to meet its objectives, the tool rights and remedies will apply. If the tool provides reports, only the rights and remedies for the tool shall apply.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor Copies of all Service Level Agreements between Subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, active Contracted Service Project Work status reports, Individual Case Basis and Individual Pricing Reductions changes. _____

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible 24 hours a day, 7 days a week via a web enabled application. The Contractor's Customer Service Center, as described in Section

Section 6.4

- Contract language and amendments
- Customer FAQs
- Customer ordering instructions
- End-User Escalation Process
- List of available vendor offered training
- Link to DTS/ONS web site

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, active Contracted Service Project Work status reports, Individual Case Basis and Individual Pricing Reduction changes. _____

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 7-A

Cost Table 6.1.2.10, Interactive Voice Response (IVR) Services and Features

6.1.2.10.a, Interactive Voice Response (IVR) Services and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	IVR with Standard Applications			10	\$ -		Port	1,000	\$ -	N/A	N/A	N/A	\$ -
2	Voice Forms			3	\$ -		Port	50	\$ -	N/A	N/A	N/A	\$ -
3	Additional Voice Forms			3			Port	50		N/A	N/A	N/A	\$ -
4	Additional Voice Forms Storage			2	\$ -		Hour	20	\$ -	N/A	N/A	N/A	\$ -
5	Fax on Demand or Fax Reply			1	\$ -		Port	20	\$ -	N/A	N/A	N/A	\$ -
6	Call Router Reports			1	\$ -		package per application	50	\$ -	N/A	N/A	N/A	\$ -
7	Change Administration			1	\$ -	N/A	Per System	N/A	N/A	N/A	N/A	N/A	\$ -
8	Database Lookups			15	\$ -		port	800	\$ -	N/A	N/A	N/A	\$ -
9	Credit-Card Transactions			5	\$ -		Port	70	\$ -	N/A	N/A	N/A	\$ -
10	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
11	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.1.2.10.b, Interactive Voice Response (IVR) Services and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
12	Speech Recognition			N/A	N/A		System	N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15				N/A	N/A			N/A	N/A		N/A	N/A	N/A
16				N/A	N/A			N/A	N/A		N/A	N/A	N/A
17				N/A	N/A			N/A	N/A		N/A	N/A	N/A
18				N/A	N/A			N/A	N/A		N/A	N/A	N/A
19				N/A	N/A			N/A	N/A		N/A	N/A	N/A
20	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
21	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Section 7-C

Cost Table 6.3.6.1 Managed IP Video Conference Services

6.3.6.1.a, Managed IP Video Conference Services (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Standard Session Support			3,000	\$ -	N/A	minute	N/A	N/A	N/A	N/A	N/A	\$ -
2	Enhanced Session Support			1,800	\$ -	N/A	minute	N/A	N/A	N/A	N/A	N/A	\$ -
3	Session Support Cancellation fee			5	\$ -	N/A	session	N/A	N/A	N/A	N/A	N/A	\$ -
4	Network MCU Services (Port)			12,000	\$ -	N/A	minute	N/A	N/A	N/A	N/A	N/A	\$ -
5	Enhanced Network MCU Services (Port) (512kbps)			7,200	\$ -	N/A	minute	N/A	N/A	N/A	N/A	N/A	\$ -
6	MCU Cascading Services (Port)			300	\$ -	N/A	minute	N/A	N/A	N/A	N/A	N/A	\$ -
7	Enhanced MCU Cascading Service (Port) (512kbps)			180	\$ -	N/A	minute	N/A	N/A	N/A	N/A	N/A	\$ -
8	Gateway Services			900	\$ -	N/A	minute	N/A	N/A	N/A	N/A	N/A	\$ -
9	Enhanced Gateway Services (512kbps)			600	\$ -	N/A	minute	N/A	N/A	N/A	N/A	N/A	\$ -
10	Transcoding Services			10	\$ -	N/A	session	N/A	N/A	N/A	N/A	N/A	\$ -
11	Conference Scheduling Services			10	\$ -	N/A	session	N/A	N/A	N/A	N/A	N/A	\$ -
12	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
13	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.3.6.1.b, Managed IP Video Conference Services (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
14	Enhanced Session Powerpoint Pushes			N/A	N/A		minute	N/A	N/A		N/A	N/A	N/A
15	Enhanced Session Content Manipulation			N/A	N/A		minute	N/A	N/A		N/A	N/A	N/A
16	Enhanced Session Q&A Moderation			N/A	N/A		minute	N/A	N/A		N/A	N/A	N/A
17	Connection speed of 1.5Mbps			N/A	N/A		minute	N/A	N/A		N/A	N/A	N/A
18				N/A	N/A			N/A	N/A		N/A	N/A	N/A
20				N/A	N/A			N/A	N/A		N/A	N/A	N/A
21				N/A	N/A			N/A	N/A		N/A	N/A	N/A
22	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
23	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -